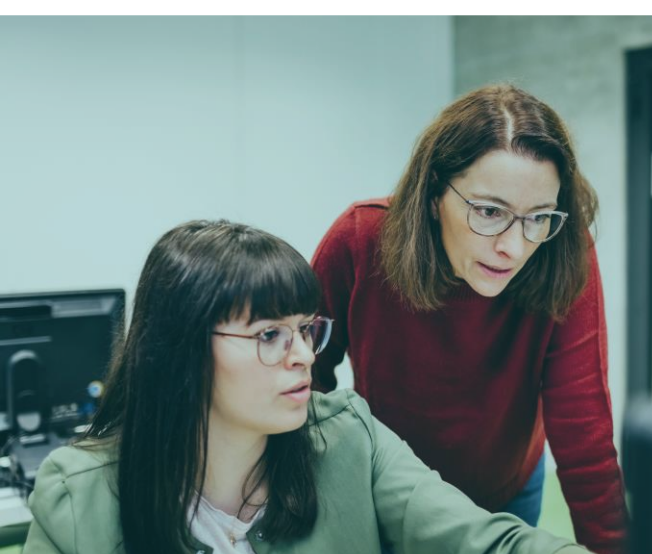




# Learner Handbook

Supporting your learning journey

2024/25 Academic Year



# About Swatpro

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Swatpro, is an independent training provider offering apprenticeships, adult skills short courses, advanced learner loan courses and Skills Bootcamps predominantly across the South West.

We support individuals and employers to access training and provide first class information, advice, and guidance. We are proud of what we do and want to offer the best service to the communities that we work with.

We recognise the diversity of our multi-cultural society and strive to promote equal opportunities for all.

Our role is to ensure that you receive the training, assessment, and personalised support that you need to successfully complete your education.

Your tutor is highly qualified and experienced in their subject area and will help and support you to succeed.

*With you all  
the way,  
throughout  
your career*

## EXPECTATIONS:

We are committed to delivering high class education and identifying suitable progression routes. We aim to:

- Support your specific learning aims
- Treat you with respect and value your opinions
- Provide a safe, healthy, and supportive environment
  - Promote equality and eliminate discrimination
  - Act sustainably

## EXPECTATIONS:

We expect you to:

- Always act appropriately
- Comply with our policies, and procedures. They are there to keep you safe and happy as you train with us
- Complete work on time, and to the required standard
- Discuss any concerns with your tutor and advise us if you have specific needs or require additional support so you can participate in your education
- Always treat everyone with respect and consideration
- Not plagiarise, or submit work created by AI
- Protect the environment. Try to recycle, turn off lights, limit use of single use plastic, travel only when necessary

# About Your Course

## APPRENTICESHIPS

These are national learning programmes designed by industry and employers. Your curriculum is flexible to meet the business requirements, with a need that you must achieve a standard at the stated Level, as well as the Functional Skills (where appropriate). Other learning elements can be built into the curriculum as required.

## ADVANCED LEARNER LOANS

Advanced Learner Loans are for people aged 19+, studying Level 3, 4, 5 or 6 qualifications in England. How much you will receive depends on the type of course, the course fees and the maximum loan available for the course.

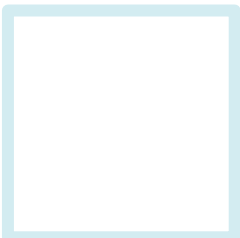
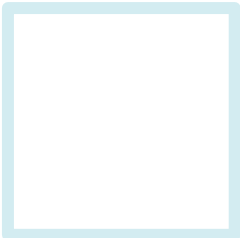
## FULL COST SHORT COURSES

We offer a wide range of full cost short courses, from maths and English modules to CAVA, as well as a range of health and social care training programmes.

## SKILLS BOOTCAMPS

We deliver Skills Bootcamps in conjunction with Devon County Council and the West of England Mayoral Combined Authority.

We have our own e-Learning platforms to support our courses too!







# The Learning Journey

## CURRICULUM PLANNING

To help us plan your curriculum:

- You will have an initial assessment
- Tell us any faith or religious requirements
- We will review any additional support you may need to help you with your education. Your tutor will create with you, your personalised Individual Learning Plan (ILP) which outlines your curriculum.

## EDUCATION AND TRAINING

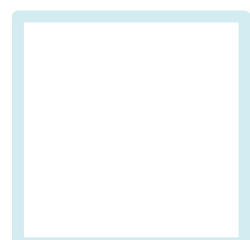
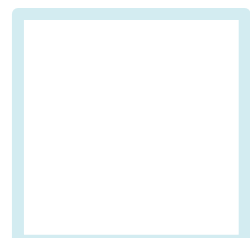
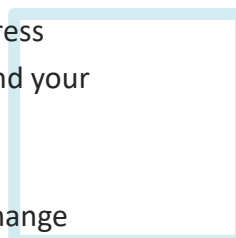
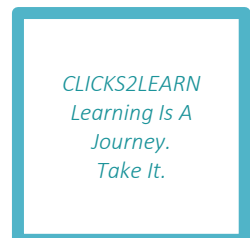
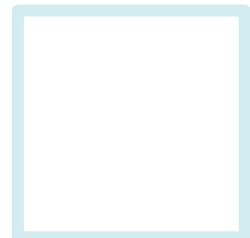
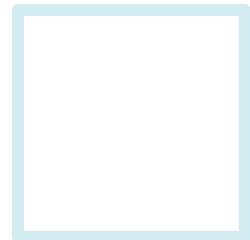
We will

- Raise your knowledge around work and social topics
- Support your programme of teaching and learning through a variety of methods
- Provide access to our e-learning system called Clicks2Learn

## ASSESSING YOUR PROGRESS AND REFLECTION

We will

- Undertake regular reviews to check your progress
- Discuss any barriers to your learning and amend your personalised ILP as necessary
- Stretch and challenge you.
- Consider how your role is changing or could change to ensure you can meet your identified targets



## END-POINT-ASSESSMENT (EPA) – GATEWAY PREPARATION:

### *FOR APPRENTICESHIPS ONLY*

Once you have achieved the required knowledge, skills and behaviours, a gateway meeting will be arranged. This meeting is held between you, your tutor and your employer to ensure you are ready to proceed to the final stage of your apprenticeship... the End Point Assessment.

## END-POINT-ASSESSMENT (EPA)

As part of your apprenticeship, you must complete the EPA with an independent End Point Assessment Organisation (EPAO).

The EPAO will have been chosen by your employer during the initial sign-up process for your apprenticeship. These organisations assess against industry approved requirements specific to your apprenticeship standard. These requirements are graded.

Your tutor will provide information on the format, grading and timeline of the EPA assessments well in advance, as these must be agreed with your employer to enable you to have the opportunity to showcase your skills, knowledge, and behaviours within the working environment.

The EPA assessor is an independent, occupationally competent professional and will assess your capability, work, knowledge, and behaviour.

## COMPLETION AND CERTIFICATION

On completion of your apprenticeship, Swatpro will apply for your certificate from the awarding body, which will be sent to you directly.

Other course certificates are sent to Swatpro and usually take about a month of successful completion, but they can on occasion take longer to arrive.

It is important that you ensure Swatpro has your current telephone, email, and address to ensure these certificates can be given to you

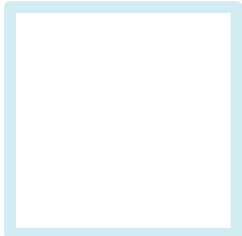
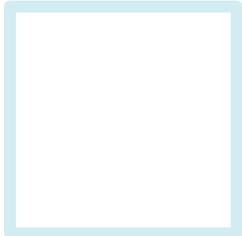
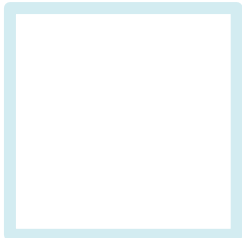


# Equality & Diversity

As an individual and an employee, you have rights and responsibilities under this legislation to champion equality, diversity, and human rights. If you are in work or on a work placement the employer will have an Equality and Diversity statement and policy setting out their requirements of you. Equality at work is about creating a fair and respectful environment where everyone can participate and has the same opportunity to fulfil their potential. It is only fitting that employees should be treated fairly and considerately.

Diversity is about recognising that everyone is different and creating culture and practices that recognize, respect and value differences. Nobody should suffer unfair discrimination, harassment or victimisation relating to any of the nine protected characteristics as detailed in the Equality Act 2010:

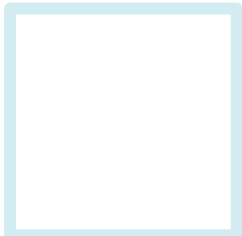
- Age
- Disability
- Gender
- Gender Reassignment
- Marriage & Civil Partnership in employment practices
- Pregnancy & Maternity
- Race – this includes ethnic or national origins, colour and nationality)
- Religion or Belief
- Sexual Orientation



Head of Quality  
Dee Vickers  
0793 694 1475



Ask us about our  
Swatpro E&D Policy



As a learner, you will receive initial Equality & Diversity training when you start your curriculum, together with guidance notes. This will continue and be reviewed throughout your curriculum. Should you be subject to poor equal opportunities from staff, your employer, or fellow employees, you can make a formal complaint by contacting the Swatpro Head of Quality as soon as possible.

Equality means:

- Making sure everyone is treated fairly and given opportunities
- Not about treating everyone in the same way
- Acknowledges and ensures that individual needs are met in the most appropriate way



# Health & Safety

We all have the right to work and learn in a safe environment. Under Health & Safety legislation, you are responsible for acting safely throughout your learning and employment. You must be provided with a Health and Safety Induction and understand:

- Emergency arrangements (fire, accidents and first aid)
- All accidents, even minor ones, must be reported to your employer (if an apprentice or on work-placement)
- Mobile phones - before your session begins, please either switch off or silence your mobile phone
- Any significant risks that may affect you and control measures
- Supervision arrangements, who is responsible for them, and the contact person for any health and safety concerns you might have
- Any restrictions or prohibitions that apply to you (for example, equipment, processes, areas, systems)
- Any personal protective equipment or clothing that you must wear, why this is so, and when and how you should wear it
- Welfare arrangements (for example, drinking, eating, toilets, washing, hours of learning and work)
- The safety policy, or those relevant and appropriate parts that affect you.
- Smoking is not permitted within our premises and during meetings with our tutors for education, work observation and during tests.
- Apprentices must comply with their workplace Health and Safety policy and procedures

The Act also places a responsibility on the learner not to interfere with or misuse anything provided in the interest of health, safety, and welfare and to report any unsafe practices.

Should you be subjected to poor health and safety, contact the Swatpro Head of Quality.

*Head of Quality.  
Dee Vickers  
0793 694 1475*

*Ask us about our  
Swatpro H&S Policy*

# Safeguarding & Wellbeing

Under the Children's Act 2004 and Safeguarding Vulnerable Groups Act 2006, Swatpro have a duty of care to learners who fall into one of these categories:

- A child - defined as anyone under the age of eighteen.
- A vulnerable adult – defined as somebody who is or may need community care services because of mental or other disability, age, or illness; and who is or may be unable to take care of him or herself or protect him or herself against significant harm or exploitation.

You have the right to feel safe where you learn. Other people should not hurt or abuse you. Swatpro will take seriously any issue around bullying, harassment, and abuse for any learner, irrespective of age, whilst they are being supported on a training programme.

Your responsibilities are:

- To respect other people's rights to safety
- Not to hurt or abuse others
- Not to threaten to hurt or abuse others

Your wellbeing is important to us. If you are struggling to be happy and thrive in your education let us know and we will signpost you to appropriate support and help.

## CONFIDENTIALITY STATEMENT

We respect the information that you share with us, and you can access your 'Personal Learner File' at any time. Staff cannot promise to keep secret any concerns they have about you and your safety, or the safety of someone else based on what you tell us or what you might see.

The relationship between you and your tutor should be one of trust; they are there to help and support you.

However, if you feel you would like to talk to someone other than your tutor, please speak with Swatpro Head of Quality or our Safeguarding Lead.

*Safeguarding Lead.  
Kathleen Harrison-  
Ford.  
07597 663384*

*Head of Quality  
Dee Vickers  
0793 694 1475*

*Ask us about our  
Swatpro  
Safeguarding Policy*



# Prevent & British Values

## PREVENT

You do need to be aware of the Prevent Duty.

Prevent is one of the elements of CONTEST, the government's counter-terrorism strategy. Section 21 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies to have *due regard to the need to prevent people from being drawn into terrorism*.

Prevent is about safeguarding you as a learner to keep you safe and within the law. The Prevent Duty is not about preventing you from having political and religious views and concerns but about supporting you to use those concerns or act on them in non-extremist ways.

Swatpro has a legal responsibility under the Prevent Duty to make sure that:

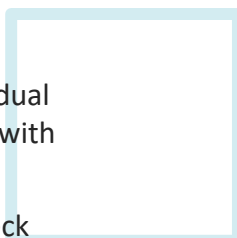
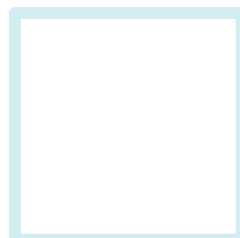
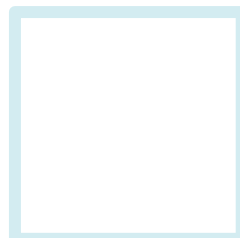
- Our staff have undertaken training in the Prevent Duty
- They are aware of when it is appropriate to refer concerns about learners or colleagues to the Swatpro Prevent officer.

If you have any concerns about this during your programme, please speak to our Prevent Lead at Swatpro in confidence.

## BRITISH VALUES

British values are democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.

During regular progress reviews, your tutor will check your knowledge and understanding of your rights and responsibilities.



# Compliments & Complaints

At Swatpro we strive to provide a service of high standard and respond effectively to any compliments, complaints or grievances that are brought to our attention. The following guidance explains how Swatpro deals with compliments, complaints, or grievances to ensure we maintain a high-quality level of service.

## COMPLIMENTS

We like to know when we get things right for you. You can pass a compliment at any point during your curriculum to your tutor or any member of Swatpro staff. This could be about a staff member, service or training you have received during your time with Swatpro.

## COMPLAINTS, WHISTLEBLOWING AND GRIEVANCES

We also like to know if something is not right for you.

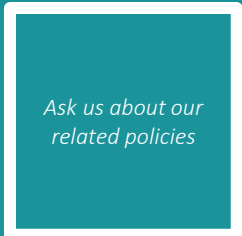
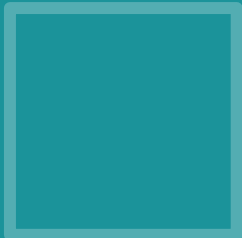
Please tell us if you have a concern or have a complaint or grievance about any part of your education or the service you have received. Please tell you tutor first, or any other member of our team if your complaint is about your tutor.

If you are not happy with the way your complaint or grievance has been dealt this information should be sent to our Head of Quality who will investigate this matter within five working days.

If this matter is still not resolved, then it will escalate to our Chief Executive who will look at the full facts of your complaint or grievance and write to you with a decision about what will happen because of your complaint or grievance.

You can be assured that reporting concerns or speaking up if you believe something is wrong, will be received positively and not have a negative impact on your programme. All compliments, complaints, or grievances help us to maintain a high-quality level of service.

If you still feel dissatisfied following your complaint or grievance, and wish to take your complaint further, visit our policy or speak to your tutor who will support you with this process.



Head of Quality  
Dee Vickers  
0793 694 1475

Ask us about our  
related policies

## e-SAFETY:

The internet is an amazing tool for learning, gathering information, meeting people, sharing experiences, shopping and so much more.

For your safety we ask that you:

- Keep your information private. Sharing personal information can make you vulnerable to identity theft, cyber stalking and other issues
  - Keep your bank account information secure. Do not use personal information, or that which can be sourced from social media for your passcodes
- Are careful when opening emails and documents as they may contain viruses to steal your information or clone your devices
- Keep yourself safe, as an avatar or photo of a person may not be who they really are

## USEFUL CONTACTS:

### ACTION FRAUD

Report crime and cyber fraud.

0300 123 2040

<https://www.actionfraud.police.uk>

### CEOP

For reporting inappropriate online chat or behaviour.

<https://www.ceop.police.uk/Safety-Centre/>

### CYBER AWARE

Top tips on passwords, turning on 2FA, backups and the importance of updating your devices.

<https://www.ncsc.gov.uk/cyberaware/home>

### 'HAVE I BEEN PWNED'

Input your email address into the 'Have I Been Pwned' website and the site will advise if your address has been involved in a data breach.

<https://haveibeenpwned.com/>

### NATIONAL CYBER SECURITY CENTRE

Great advice on all aspects of cyber security from the NCSC for businesses and individuals.

<https://www.ncsc.gov.uk/>

### SCAM TEXTS

Forward suspicious texts (not screenshots) directly to 7726 (it spells SPAM on keyboard).

### SECURING YOUR ROUTER

If you would like advice on securing your router, our colleagues in the City of London Police have provided this short video.

<https://www.youtube.com/watch?v=vfRzIspjfy>

### SUSPICIOUS EMAILS

Forward to the National Cyber Security Centre

[report@phishing.gov.uk](mailto:report@phishing.gov.uk)

### TAKE FIVE TO STOP FRAUD

Advice on financial and banking fraud

<https://takefive-stopfraud.org.uk/>

# Careers Information

## CAREERS EDUCATION, INFORMATION, ADVICE & GUIDANCE (CEIAG)

At the signup stage and throughout your programme, there will be an opportunity to review your progress.

CEIAG is a term used to describe a wide range of career support and development activities, and...

- Provides support to learners for learning and career progression
- Informs choices about learning and progressing their careers
- Helps workforce development; ensuring the right individuals undertake the proper learning and development activities

Swatpro is accredited with the Matrix Standard, which recognises the effectiveness of its CEIAG.

## GETTING YOUR VIEWS

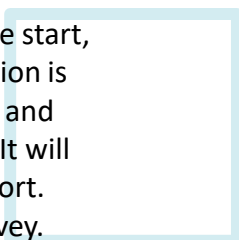
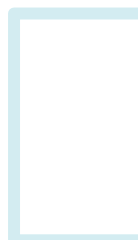
We are always interested in your views on the following:

- Induction and administrative procedures
- The training environment
- Quality of our training and teaching methods

You will be asked to complete a questionnaire at the start, during and end of your training period. All information is confidential. It will help us look at our programmes and make appropriate improvements where identified. It will also help us shape our annual Self-Assessment Report. Your employer will also be asked to complete a survey.

## PROGRESSION

After completing your curriculum, your provider will advise you on appropriate progression routes as part of the CEIAG process. These may be further courses relevant to your sector or your company







# Course Fees

## APPRENTICESHIPS

Apprenticeships are paid for by the employer in full or co-funded with the Education Skills Funding Agency (ESFA).

## ADVANCED LEARNER LOANS

Advanced Learner Loans (ALL) are available for qualifying students over the age of twenty-four who study level 3, 4,5 and 6 programmes and are not eligible for fee remission. Those funding through an ALL are always personally responsible for their loans and applying to their loans to pay for their fees.

You will be required to pay back the loan (to the Government) once you reach the threshold for payments. Find out more about eligibility, how to apply, loan minimums and payments at <https://www.gov.uk/advanced-learner-loan>

## FULL COST COURSES

Our full cost courses must be paid for, in full, before the course start date. We offer a credits system for some of our online delivery, but credits must be bought before access is provided to the courses.

If your business or organisation operates a Purchase Order system, please ensure that you provide us with the PO number with your application.

| Version Control Reviewed By | Date         | Changes Made   | Date of Next Review |
|-----------------------------|--------------|--|---------------------|
| SLT                         | October 2022 |  | October 2023        |
| David Vickers               | July 2023    | Style updates. Review of useful contacts.                        | October 2023        |
| Dee Vickers                 | May 2025     | Reflect changes in personnel, programme updates and minor typos. | May 2026            |

Fees Lead.  
Pilar Diaz-Caneja  
07808 646653

Ask us about our  
Swatpro Fees policy

# Useful Contacts

|  |  |
|--|--|
| <b>B-EAT</b><br>Support for those affected by eating disorders.<br><a href="https://www.beateatingdisorders.org.uk/">https://www.beateatingdisorders.org.uk/</a>                                   | <b>EQUALITY &amp; HUMAN RIGHTS COMMISSION</b><br>Independent body for the elimination of unlawful discrimination.<br><a href="https://equalityhumanrights.com/en">https://equalityhumanrights.com/en</a> |
| <b>NATIONAL BULLYING HELPLINE</b><br>Information and advice for victims of bullying.<br><a href="https://www.nationalbullyinghelpline.co.uk/">https://www.nationalbullyinghelpline.co.uk/</a>      | <b>FRANK</b><br>Advice and information about drugs and legal highs.<br><a href="https://talktofrank.com/">https://talktofrank.com/</a>   |
| <b>CARE QUALITY COMMISSION</b><br>For those with concerns about a child or adult.<br><a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>  | <b>MIND</b><br>Support for individuals and families coping with mental health difficulties.<br><a href="https://www.mind.org.uk/">https://www.mind.org.uk/</a>   |
| <b>CHILDLINE</b><br>Counselling services for children and young people. 0800 1111.<br><a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>                                    | <b>NATIONAL CENTRE FOR DOMESTIC VIOLENCE</b><br>Helps victims of domestic violence.<br>0800 970 2070<br><a href="https://www.ncdv.org.uk/">https://www.ncdv.org.uk/</a>                                  |
| <b>CHILDREN &amp; YOUNG PEOPLE'S RIGHTS</b><br>Guidance on safeguarding and promoting the rights of children and young people.<br><a href="https://crae.org.uk/">https://crae.org.uk/</a>          | <b>NATIONAL PREVENT HOTLINE</b><br>Report concerns about radicalisation or extremism.<br>01772 413366  |
| <b>CRUSE BEREAVEMENT CARE</b><br>Helping bereaved people to cope with their loss.<br><a href="https://www.cruse.org.uk/">https://www.cruse.org.uk/</a>   | <b>NSPCC</b><br>National society for the prevention of cruelty to children.<br>0808 800 5000<br><a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>  |
| <b>DOMESTIC VIOLENCE UK</b><br>Support for those affected by domestic violence.<br><a href="https://domesticviolence.org/">https://domesticviolence.org/</a>                                       | <b>RELATE</b><br>Relationship counselling and support.<br>0300 100 1234<br><a href="https://www.relate.org.uk/">https://www.relate.org.uk/</a>   |
| <b>DRINK AWARE</b><br>Advice about alcohol and issues about its abuse.<br><a href="https://www.drinkaware.co.uk/">https://www.drinkaware.co.uk/</a>  | <b>THE SAMARITANS</b><br>Confidential support and advice for anyone in distress.<br><a href="https://www.samaritans.org/">https://www.samaritans.org/</a>  |
| <b>STONEWALL</b><br>Information and support for the lesbian, gay, bisexual and transgender community.<br><a href="https://stonewall.org.uk/">https://stonewall.org.uk/</a>                         | <b>SANE</b><br>Evening support for people with mental illness.<br><a href="https://www.sane.org.uk/">https://www.sane.org.uk/</a>  |
| <b>STOP THE TRAFFIKING</b><br>Advice and guidance on recognising the signs of, and preventing, human trafficking.<br><a href="https://www.stopthetraffik.org/">https://www.stopthetraffik.org/</a> | <b>THINK U KNOW</b><br>Guidance for all ages on internet safety.<br>0870 000 3344<br><a href="https://www.thinkuknow.co.uk/">https://www.thinkuknow.co.uk/</a>   |